



Communities  
& Justice

# NSW Restrictive Practices Authorisation System

## User Guide

# Part 6: Dashboard and Reports

Version 4.0

Version Number	Updated By Description	Date of Update
4.0	Central Restrictive Practices Team <i>Update in line with System upgrade</i>	October 2020
3.0	Central Restrictive Practices Team <i>Update in line with System upgrade</i>	11/07/2019
2.0	Central Restrictive Practices Team <i>Update in line with System upgrade</i>	11/01/2019
1.0	Central Restrictive Practices Team <i>Release</i>	13/11/2018

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# 1. Purpose of the User Guide

## 1.1 Introduction

The Restrictive Practices Authorisation (RPA) User Guide (the User Guide) has been developed to assist NDIS Registered Service Providers (Service Providers) and Behaviour Support Practitioners (Practitioners) navigate the NSW (DCJ) RPA System (the System) in order to implement and comply with the RPA Policy and Procedural Guide. The User Guide aims to provide the link between policy and practice.

The NSW Restrictive Practices Authorisation System User Guide *Part 6: Dashboard and Reports* takes users through the functions of the Dashboard, and explains how to download reports with data specific to your Organisation from the System.

The User Guide has been updated and divided into 6 parts to allow users easier access to information. Each part is related to specific steps within the RPA System, therefore *Part 6: Dashboard and Reports* should be read in conjunction with Parts 1 - 5 (see the following page).

This User Guide will be progressively updated as additional functions are added to the System.

Throughout the User Guide,  
***BEST PRACTICE SUGGESTIONS***

have been included that your organisation may wish to use when establishing RPA processes.

### Quick Reference Guides

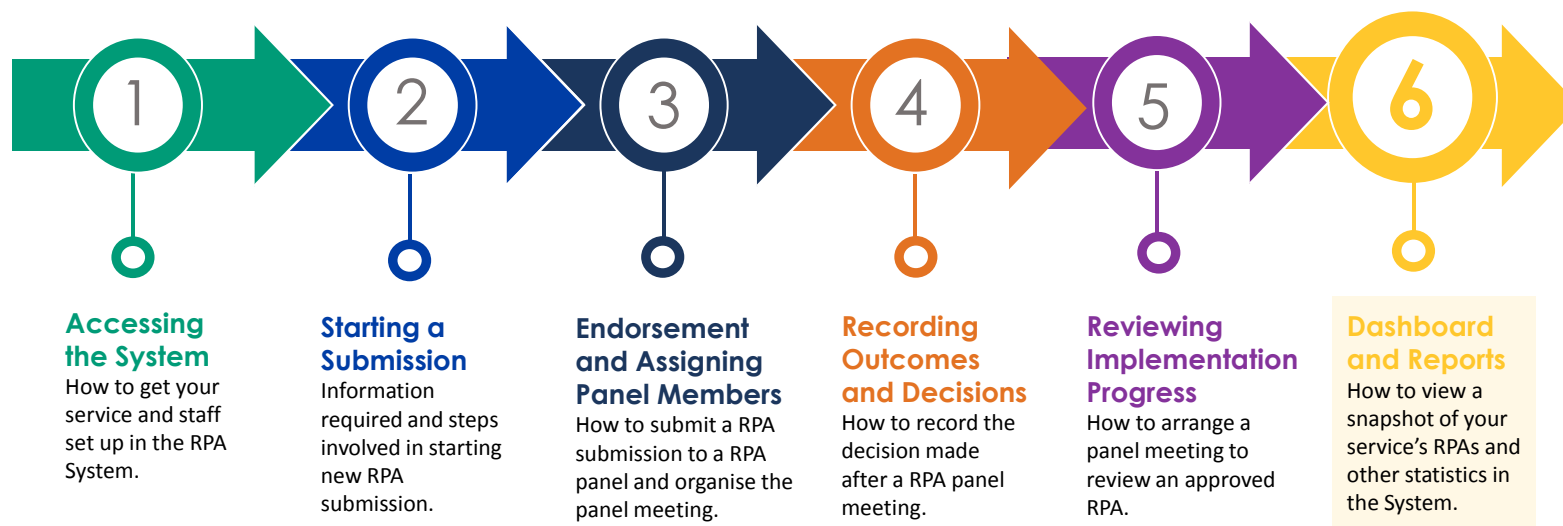
Quick Reference Guides are highlighted throughout the guide.

They can be found in the System under the Help menu.

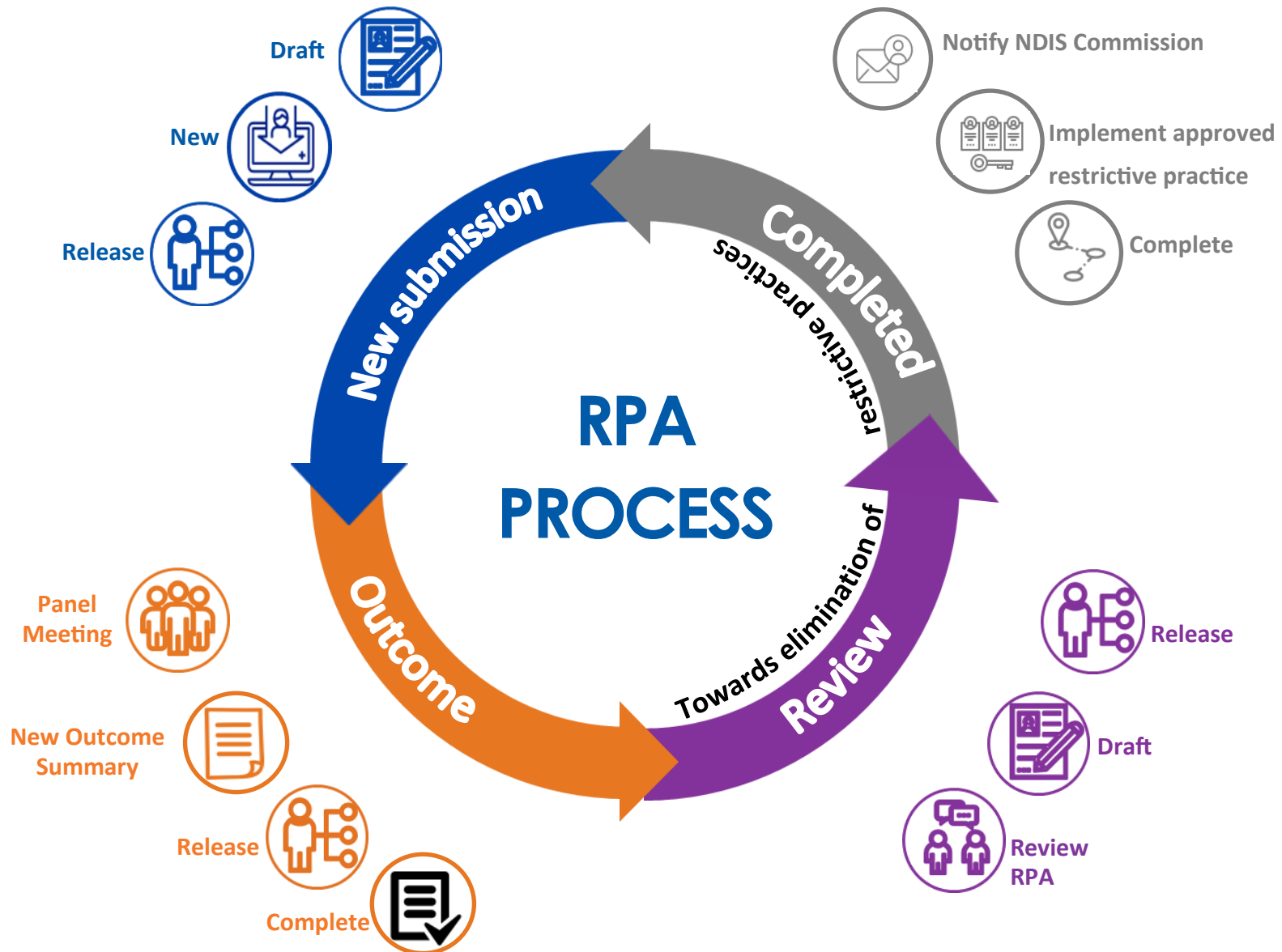
## 1.2 How to use the User Guide

The RPA System User Guide has been divided into the following Parts:

# RPA SYSTEM USER GUIDE



### 1.3 Authorisation Process Map



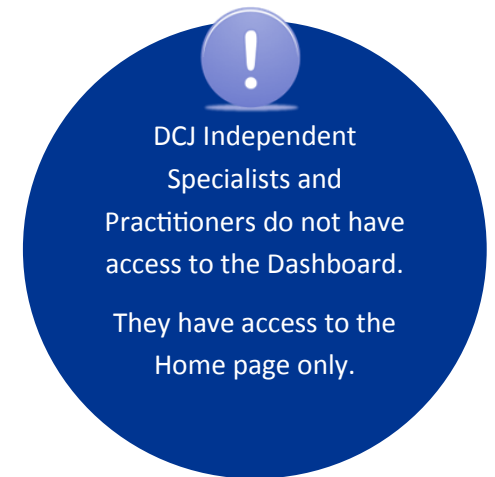
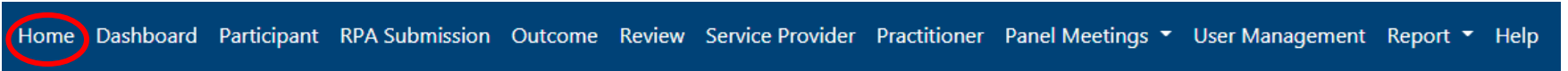
## 2. The Dashboard

The Dashboard has been developed to provide summary information and key metrics regarding restrictive practices entered in the RPA System for each Service Provider.

There are several ways to navigate to the Dashboard within the RPA System - via the Home page and through the Dashboard tab in the Menu bar.

### 2.1 Navigating to the Dashboard via the Home page

When you log into the RPA System you will automatically be taken to the Home page:





From the Home Page you will be able to view:

Clicking *Dashboard* or *See More* will take you to the Dashboard page

### Dashboard

Planned

Category	SP % of RPs	Statewide % of RPs
Seclusion	3%	38.88%
Environmental Restraint	20.89%	70.87%
Chemical Restraint	15.83%	22.88%
Physical Restraint	3%	7.83%
Mechanical Restraint	5.83%	5%
Not Stated	5%	5%

Interim

Category	SP % of RPs	Statewide % of RPs
Environmental Restraint	75%	58.82%
Seclusion	24.59%	18.87%
Chemical Restraint	5.88%	5%
Not Stated	5%	5%
Physical Restraint	8.33%	5%
Mechanical Restraint	5%	5%

\*Forms with no submission type have been included as planned submissions

[See more](#)

### Open Actions

**Panels attended and will be attending**

	Planned	Interim
Outcome Panels	6	1

**All Actions in your organisations/branch**

	Planned	Interim
Authorisations Withdrawn	3	3
Submissions in Draft	0	0
Submissions Released	6	1

Upcoming Meeting Date	Participant
27/10/2020 2:37 PM	Anne Aqua
29/10/2020 2:00 PM	Craig Crimson
3/11/2020 11:30 AM	Grace Green

[See more](#)

### News

**New Feature: Behaviour Support Plan Expiry Date**

A new field has been added to Section 2. Restrictive Practice Category of the Submission form. This field is used to record the expiry date of the Behaviour Support Plan. This information is required before the Submission can be released.

Under the policy, the RPA Expiry Date cannot be after the expiry date of the Behaviour Support Plan. The information in this new field will alert you if you try to release an Outcome Summary with an RPA Expiry Date that exceeds the expiry date of the Behaviour Support Plan.

**New System Upgrades**

The NSW RPA system has been upgraded! The new version incorporates upgrades, new features and modifications in accordance with development plans and feedback received from users. A description of the new enhancements can be found under the [Help](#) menu of the RPA System.

**enAble RPA**

**What is it?** enAble RPA is an enabling tool. It has been designed to empower and support the NSW disability sector to recognise and appropriately respond to restrictive practices. START The Senior Practitioner, Disability in Victoria, developed

→ Refer to [User Guide Part 1: Accessing the System](#) for details on how to navigate the Home Page.

## 2.2 Navigating to the Dashboard via the Menu Bar



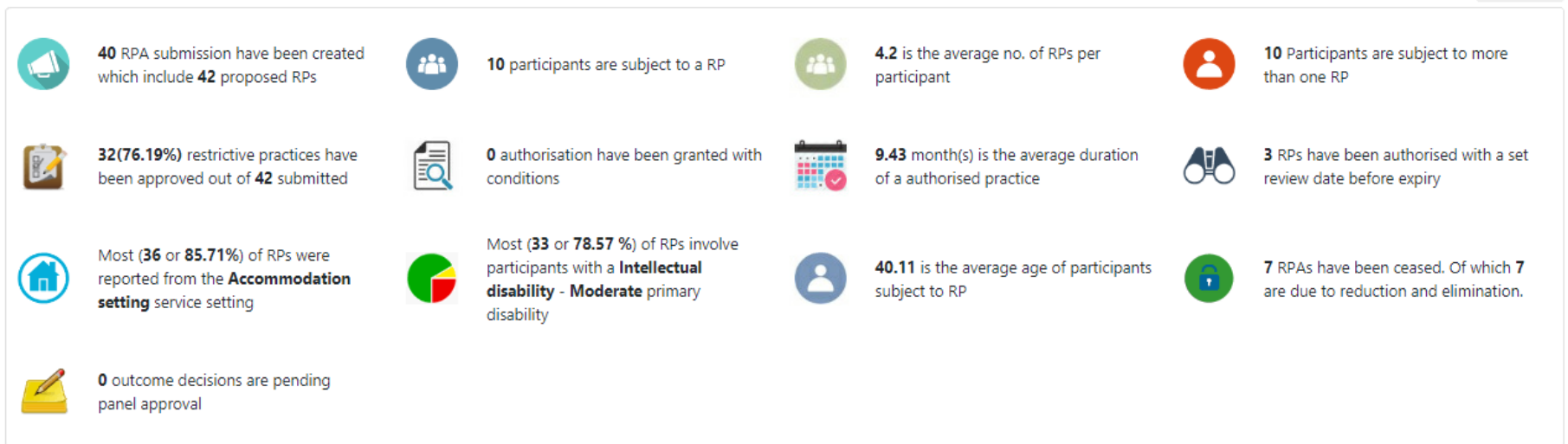
Click on the Dashboard tab in the Menu Bar to access the Dashboard information.



The Dashboard page will open with a summary of information for your Organisation, including:

- a snapshot of all Submissions and the status in the System, and
- the overall RPA Submissions for Planned and Interim Restrictive Practices.

### 2.2.1 Snapshot of Key Metrics



### 3. To change Dashboard Filters

The image shows a screenshot of the 'Restrictive Practices (RP) Authorisation (RPA) Dashboard - Statewide'. The dashboard features several filter sections: 'Organisation' and 'Submission Status' (both with 'Please select' dropdowns); 'Branch' and 'Outcome Status' (both with 'Please select' dropdowns); 'Start Date' and 'End Date' (with date pickers); 'Participant Age' (with an 'All' dropdown); and 'Accommodation Setting' (with an 'All' dropdown). Below these are three checkboxes: 'Display Expired Submissions', 'Display Expired Outcomes', and 'Display NON NDIS Participants'. A 'Print' link and a 'Set Filter' button are also present. Callouts provide instructions: 'Automatically filters to show your Organisation' points to the Organisation dropdown; 'To further filter the Dashboard, select Branch from the drop down box, if applicable. Head Office will automatically be Selected.' points to the Branch dropdown; 'Select the start date' points to the Start Date date picker; 'Choose the Participant Age from the drop down box' points to the Participant Age dropdown; 'Select the end date' points to the End Date date picker; 'Choose the Accommodation setting from the drop down box' points to the Accommodation Setting dropdown; 'Choose the Submission status from the drop down box' points to the Submission Status dropdown; 'Choose the Outcome status from the drop down box' points to the Outcome Status dropdown; 'The Dashboard has been updated to exclude expired submissions and outcome summaries unless the relevant checkboxes have been marked and the filter set.' points to the three checkboxes; 'Once filters have been set, the Dashboard can be printed. A PDF document will be generated that can be saved or printed.' points to the Print link; and 'Click Set Filter to enable the selected filters to display in the snapshot' points to the Set Filter button.

Automatically filters to show your Organisation

To further filter the Dashboard, select Branch from the drop down box, if applicable. Head Office will automatically be Selected.

Select the start date

Choose the Participant Age from the drop down box

Select the end date

Choose the Accommodation setting from the drop down box

Restrictive Practices (RP) Authorisation (RPA) Dashboard - Statewide

Organisation  
Please select

Submission Status  
Please select

Branch  
Please select

Outcome Status  
Please select

Start Date

End Date

Participant Age  
All

Accommodation Setting  
All

Display Expired Submissions

Display Expired Outcomes

Display NON NDIS Participants

Print

Set Filter

Choose the Submission status from the drop down box

Choose the Outcome status from the drop down box

The Dashboard has been updated to exclude expired submissions and outcome summaries unless the relevant checkboxes have been marked and the filter set.

Once filters have been set, the Dashboard can be printed. A PDF document will be generated that can be saved or printed.

Click Set Filter to enable the selected filters to display in the snapshot

## 4. Changing the Report Filter

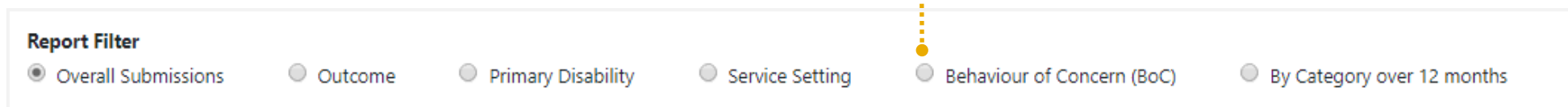


Scroll down to Report Filter.

This section of the Dashboard provides extra filters which enable you to obtain further detailed data on Submissions for your Organisation.

The Dashboard opens with *overall RPA Submissions for Planned and Interim Restrictive Practices* preselected.

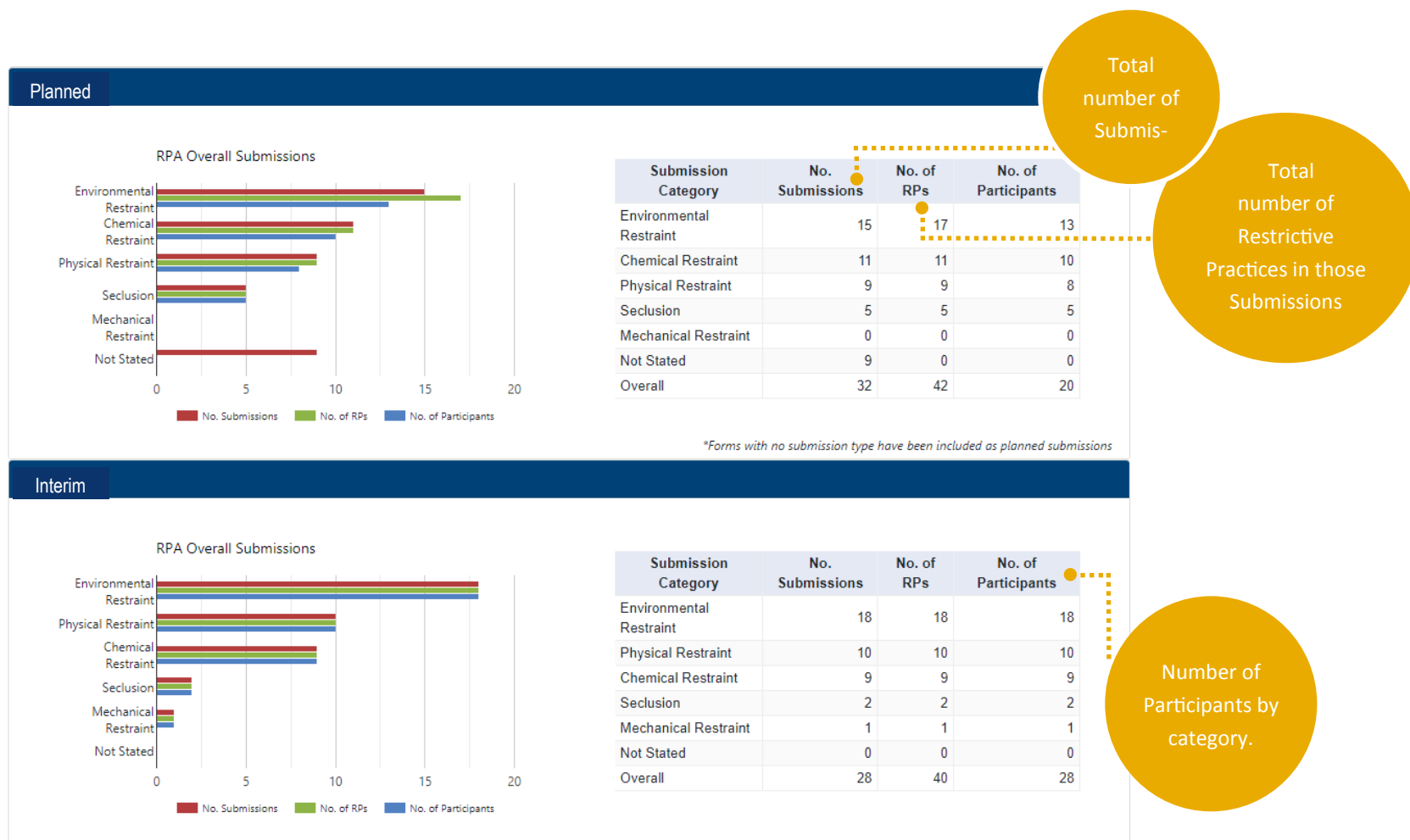
To change the Report Filter, click on the circle next to the report required.



For further detail on each report filter, refer to the following pages.

## 4.1 Overall Submissions

The RPA Overall Submissions graph provides you with a view of Submissions, Restrictive Practices, Participants by category for both Planned and Interim Submissions for your Organisation.



## 4.2 Number of Outcomes by Status

The RPA Submissions by Outcome graph shows a comparison between the number of Authorisations with Reviews, Restrictive Practices and Submissions for both Planned and Interim Submissions for your Organisation.



Outcomes approved by the RPA Panel with a Review required within the RPA lifespan.

## 4.3 Further Reports

The following reports provide data from information entered when either adding a participant in the RPA System or from each Submission:

- Behaviour of Concern (BoC)
- Primary Disability
- Service Setting

→ For information re: how to enter information into the RPA System for the above, refer to [User Guide Part 2: Starting a Submission](#)

Behaviour of Concern	No. of RPs	No. of Participants
Eating non food items	74	29
Food – compulsive / over eating	20	12
Physical aggression – other people	12	10
Food – hoarding / stealing	9	9
Physical aggression – self	6	4
Food – refusal	3	2
Physical aggression – property	3	3
Verbal aggression – other people	3	3
Other (specify)	2	2
Stalk	2	2
Verbal aggression – self	2	2
Arson	1	1
Food – choking	1	1
Impulsive actions	1	1
Leaving premises w/out support	1	1
Misuse phone	1	1
Substance misuse	1	1
Verbal aggression – property	1	1
Food – touching	0	0
Misuse emergency services	0	0
Misuse vehicles	0	0
Not Stated	0	0
Physical aggression – other (specify)	0	0
Refusal to do things	0	0
Repetitive or unusual habits	0	0
Sexually inappropriate behaviour	0	0
Theft	0	0
Verbal aggression – other (specify)	0	0
Overall	128	43

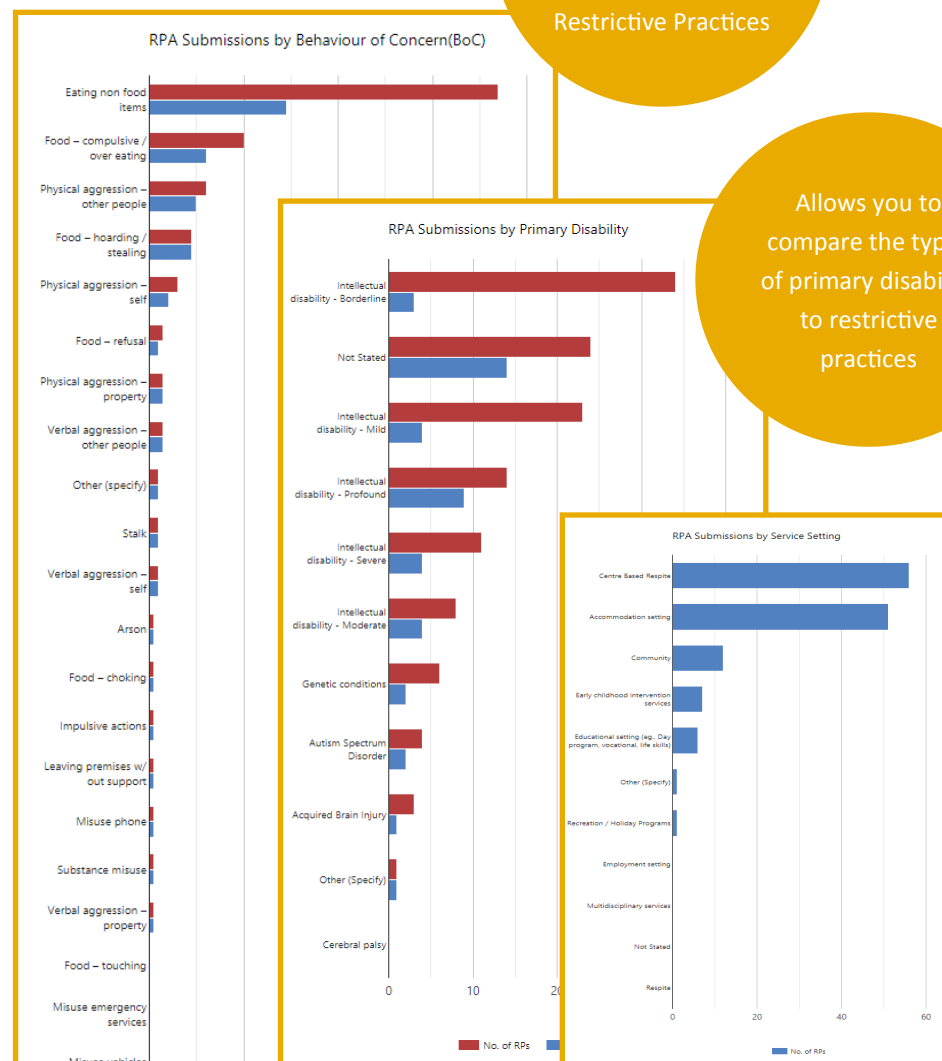
  

Primary Disability	No. of RPs	No. of participants
Intellectual disability - Borderline	34	3
Not Stated	24	14
Intellectual disability - Mild	23	4
Intellectual disability - Profound	14	9
Intellectual disability - Severe	11	4
Intellectual disability - Moderate		
Genetic conditions		
Autism Spectrum Disorder		
Acquired Brain Injury		
Other (Specify)		
Cerebral palsy		
Overall		

Service Setting	No. of RPs
Centre Based Respite	56
Accommodation setting	51
Community	12
Early childhood intervention services	7
Educational setting (eg. Day program, vocational, life skills)	6
Other (Specify)	1
Recreation / Holiday Programs	1
Employment setting	0
Multidisciplinary services	0
Not Stated	0
Respite	0
Overall	128

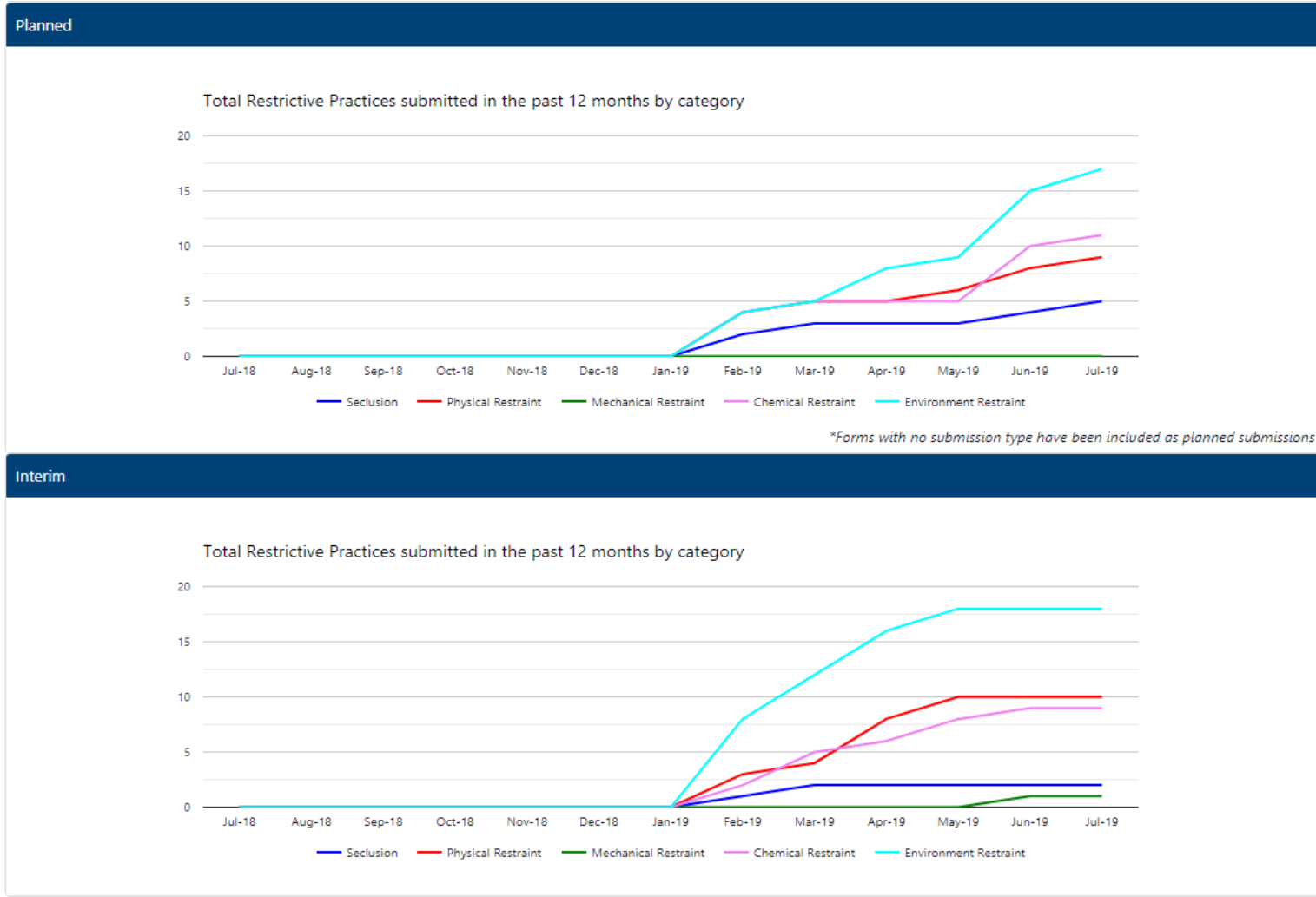
Assists your Organisation to identify the types of targeted BoC with Restrictive Practices



Allows you to compare the types of primary disability to restrictive practices

## 4.4 By Category over 12 months

The below graphs provide a 12 month comparison of all Restrictive Practices across your Organisation by category.





## 4.4 By Category over 12 months (continued)

The information below allows you to view the number of restrictive practice's that have been ceased for your Organisation.

- ➔ Refer to *User Guide Part 5: Reviewing Implementation Progress* to find information on how to cease a practice.



Cessation by Reason				Review Status	
Cessation Reason	No. Submissions	No. of RPs	No. of Participants	Status	No. Reviews
Person Deceased	1	1	1	Cancelled	9
RP Stopped – BOC Resolved	2	2	2	Completed	6
Overall	3	3	3	Draft	16
				Pending Approval	9
				Released	8
				Overall	48



## 4.4 By Category over 12 months *(continued)*

The information below allows you to view the number of restrictive practices by the age and gender of the participants in your Organisation. You can also view a breakdown of the number of RPA Panels by month, and the number of RPA Panels attended by a DCJ Independent Specialist

Primary Disability	Under 18 years	18 years and over
Intellectual disability - Moderate	0	32
Intellectual disability - Mild	1	4
Cerebral palsy	3	0
Acquired Brain Injury	0	0
Autism Spectrum Disorder	0	0
Genetic conditions	0	0
Intellectual disability - Borderline		
Intellectual disability - Profound		
Intellectual disability - Severe		
Not Available		
Other (Specify)		
Overall		

Submission Type	Gender	Under 18 years	18 years and over	Total
Interim	Male	1	1	2
	Female	3	5	8
	Other	0	0	0
Interim Total		4	6	10
Planned	Male	0	8	8
	Female	0	22	22
	Other	0	0	0
Planned Total		0	30	30
Overall	Male	1	9	10
	Female	3	27	30
	Other	0	0	0
Overall Total		4	36	40

Month	Total No. of panel meetings proposed/held	No. of panel meetings DCJ IS is requested on	No. of panel meetings DCJ IS have attended	No. of panel meetings DCJ IS is yet to be assigned
Nov-20	4	4	0	0
Oct-20	35	19	16	0
Sep-20	0	0	0	0
Aug-20	0	0	0	0
Jul-20	0	0	0	0
Jun-20	0	0	0	0
May-20	0	0	0	0
Apr-20	0	0	0	0
Mar-20	3	0	0	0
Feb-20	2	1	1	0
Jan-20	0	0	0	0
Dec-19	0	0	0	0
Nov-19	0	0	0	0

## 5. Reports



There are a range of pre-defined reports available in the RPA System.

Click on the Report tab on the Menu Bar. This will open a drop down menu with the choices of report.

Home Dashboard Participant RPA Submission Outcome Review Service Provider Practitioner Panel Meetings ▾ User Management **Report ▾** Help

- Submission Statistics
- Submissions By Status/Disability
- Submissions By Behaviour of Concern
- Submissions By Service Provider
- Submission Stats By Month
- Outcome Summary By Status
- Review Report
- Panel Meeting Report

- **Submission Statistics**

This report provides the total number of restrictive practices across your Organisation by Submission Type and Submission Category.

- **Submissions By Status/Disability**

This report provides the total number of Submissions in your Organisation by Submission Status, and by Primary Disability. Please note that the status and the Primary Disability information appears on separate sheets in Excel.

- **Submissions by Behaviour of Concern (BoC)**

This report lists all Behaviours of Concern identified via Submissions for your Organisation, and provides the total number of Submissions and Proposed Restrictive Practices per BoC.

- **Submissions by Service Provider**

This report provides the total number of Participants, Submissions, and Proposed Restrictive Practices for your Organisation, with a further breakdown into Branches if applicable.

## 5. Reports (continued)

Home Dashboard Participant RPA Submission Outcome Review Service Provider Practitioner Panel Meetings ▾ User Management **Report** ▾ Help

- **Submission Stats by Month**

This report provides a breakdown of the total number of restrictive practices across your Organisation by month. The data shows the totals for each type of restrictive practice.

- **Outcome Summary By Status**

This report provides a breakdown of the Outcome Summaries generated by your Organisation by Status.

- **Review Report**

This report lists all Reviews conducted by your Organisation. The data shows the participant details, submission and outcome summary details and includes the data entered in the review fields. This report is useful if you want to identify how many restrictive practices have been withdrawn, and the withdrawal reason.

- **Panel Meeting Report**

This report provides details of all RPA Panel meetings convened by your Organisation.

Submission Statistics

Submissions By Status/Disability

Submissions By Behaviour of Concern

Submissions By Service Provider

Submission Stats By Month

Outcome Summary By Status

Review Report

Panel Meeting Report

## 5.1 Selecting Report Parameters

Once you have selected the type of report, the RPA System opens up a filter page so you can filter by date range, Region, Submission Status, Branch, Outcome Summary Status, Participant Type, Participant Age and Accommodation Setting.

The screenshot shows a 'Select Parameters' form with the following fields and callouts:

- From Date:** 01/07/2018. Callout: Select date range for report.
- To Date:** 29/10/2020. Callout: Select date range for report.
- NDIS Region(s):** All Regions. Callout: Choose NDIS Region from drop down box.
- Submission Status:** All Statuses. Callout: Choose Submission Status from drop down box.
- Organisation Name:** Example Pty Ltd.
- Branch Name:** All Branches. Callout: Choose the Branch Name from drop down box.
- Outcome Summary Status:** All Statuses. Callout: Choose Outcome Summary Status from drop down box.
- Participant:** NDIS Participants. Callout: Choose Participant details (NDIS/non NDIS, age range and accommodation setting) from the drop down boxes.
- Participant Age:** All. Callout: Choose Participant details (NDIS/non NDIS, age range and accommodation setting) from the drop down boxes.
- Accommodation Setting:** All. Callout: Choose Participant details (NDIS/non NDIS, age range and accommodation setting) from the drop down boxes.
- Get Report:** A blue button. Callout: Click to generate report.

A large blue callout at the bottom right contains an exclamation mark icon and the text: "Each report opens up in an Excel Spreadsheet that can be filtered to suit your Organisations reporting requirements."

